ISO 9001:2015 ALIGNMENT OF DEPED BATAAN: IT’S IMPORTANCE TO DELIVERY OF SERVICES TO THE PUBLIC

by:
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International Organization for Standardization (ISO) is an international union of experts coming from different countries which gives world-class specifications and provides solutions to global challenges for various sectors such as technology, economy, government and various systems and industries in the countries around the globe.

Expert members of ISO share knowledge and strategies not only to support innovation for the development of various countries when it comes to technology, healthcare, agriculture or food care but also to formulate a set of guidelines and standards for the government which can be adopted by several countries including the Philippines.

In order for the government to increase efficiency, prevent errors and improve customer service, the International Standard is highly recommended to satisfy the needs and expectations of the local community since local governments are the most important suppliers in the world according to the article from ISO’s archives.

Moreover, to guarantee quality, safety and efficiency, ISO 9001 alignment of government offices are necessary because it helps the government offices to be guided in providing excellent services to the public. Being aligned with the provisions of ISO 9001 ensures better regulation because there is an involvement with the globally-established experts.

Carlos Gadsden, one of the experts, gave some highlights about the published document ISO 18091 that gives guidelines for the implementation of guidelines for the local governments, saying “ISO 18091 constitutes an excellent tool for local governments
to reassure local citizens that their needs and expectations are fully understood and met on a consistent basis and in a timely manner.”

Since the government activities can include transportation, education and civil protection, Gadsden further said that if these activities are unreliable or lack quality, it can ignite various problems for a lot of people; which can mean that with ISO 9001, different government services and activities will have legitimacy and reliability which are important when it comes to public services.

According to Michelle Bangert, “ISO for public sector or government organization shall help in improving efficiency to bring in positive image and satisfy common man when implemented completely and correctly.” However, the government should assure that being aligned with the ISO is not used just for image building but for the improvement of public services.

Complying with the given set of standards ensures quality performance, trustworthy services and citizen’s satisfactions of the public services rendered by the government. It can also promote global competitiveness because ISO 9001 alignment improves government’s operational efficiencies wherein correct actions were being taken which can lead to fewer errors and better process control and flow.

Hence, the public or government sector’s alignment with ISO 9001 in the delivery of the services in the public is really a game-changer for it provides continuous improvement and development that can establish global competency and excellent image because being ISO certified also comes with being recognized internationally for having quality management standard.
References:

www.iso.org

www.iso.org/benefits-of-standards.html

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